

CLAIMS

What is claimed is:

5 1. A method for implementing a total customer experience action planning process to provide an improved customer experience, said method comprising:

 (a) gathering data associated with an organization and customers of said organization;

10 (b) during a strategy session associated with said organization, determining a goal for said organization along with an associated success metric for accomplishing said goal, wherein said goal is based on said data;

 (c) determining a department goal along with an associated success metric for accomplishing said department goal, wherein said department goal is closely associated with a business objective of said organization; and

15 (d) taking measurable action to accomplish said department goal.

 2. The method as described in Claim 1 further comprising:

 (e) during a commitment session associated with said organization, providing an overview of said total customer experience action planning process to a manager of said organization and to staff associated with said manager.

 3. The method as described in Claim 1 wherein said data further comprises data provided by a partner organization that works together with said organization.

4. The method as described in Claim 1 wherein said data further comprises data provided by managers associated with said organization.

5 5. The method as described in Claim 1 further comprising:

(e) repeating said (a) through (d) at some future time.

6. The method as described in Claim 1 wherein said (c) further comprises:

10 (c1) verifying said department goal and said associated success metric for accomplishing said department goal within an up-line manager of said organization.

7. A computer readable medium having computer readable code embodied therein for causing a computer to perform:

15 (a) receiving data associated with an organization and customers of said organization;

(b) during a strategy session associated with said organization, receiving a goal for said organization along with an associated success metric for

20 accomplishing said goal, wherein said goal is based on said data;

(c) receiving a department goal along with an associated success metric for accomplishing said department goal, wherein said department goal is closely associated with a business objective of said organization; and

(d) receiving measurable action taken to accomplish said department goal.

8. The computer readable medium as described in Claim 7 further comprising:

(e) during a commitment session associated with said organization,
5 providing an overview of said total customer experience action planning process to a manager of said organization and to staff associated with said manager.

9. The computer readable medium as described in Claim 7 wherein said data further comprises data provided by a partner organization that works
10 together with said organization.

10. The computer readable medium as described in Claim 7 wherein said data further comprises data provided by managers associated with said organization.

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11. The computer readable medium as described in Claim 7 further comprising:

(e) repeating said (a) through (d) at some future time.

20 12. The computer readable medium as described in Claim 7 wherein said (c) further comprises:

(c1) transmitting said department goal and said associated success metric for accomplishing said department goal to an up-line manager of said organization for a verification.

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13. The computer readable medium as described in Claim 12 wherein said (c) further comprises:

(c2) receiving said verification from said up-line manager of said organization.

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14. A computer system comprising:

a processor;

an addressable data bus coupled to said processor; and

a memory device coupled to communicate with said processor for

10 implementing a total customer experience action planning process, said method comprising:

(a) receiving data associated with an organization and customers of said organization;

(b) during a strategy session associated with said organization,

15 receiving a goal for said organization along with an associated success metric for accomplishing said goal, wherein said goal is based on said data;

(c) receiving a department goal along with an associated success metric for accomplishing said department goal, wherein said

20 department goal is closely associated with a business objective of said organization; and

(d) receiving measurable action taken to accomplish said department goal.

15. The computer system as described in Claim 14 wherein said method further comprising:

(e) during a commitment session associated with said organization, providing an overview of said total customer experience action planning process

5 to a manager of said organization and to staff associated with said manager.

16. The computer system as described in Claim 14 wherein said data further comprises data provided by a partner organization that works together with said organization.

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17. The computer system as described in Claim 14 wherein said data further comprises data provided by managers associated with said organization.

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18. The computer system as described in Claim 14 wherein said

method further comprising:

(e) repeating said (a) through (d) at some future time.

19. The computer system as described in Claim 14 wherein said (c) further comprises:

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(c1) transmitting said department goal and said associated success metric for accomplishing said department goal to an up-line manager of said organization for a verification.

20. The computer system as described in Claim 19 wherein said (c) further comprises:

(c2) receiving said verification from said up-line manager of said organization.